

CLAIMS

For the convenience of the Examiner, all claims have been presented whether or not an amendment has been made.

1. (Canceled)

2. (Canceled)

3. (Currently Amended) A method of providing self-supporting service consumers, comprising:

detecting, with a service consumer, a fault that has occurred in the service consumer;

~~allowing the service consumer to automatically consult~~ automatically consulting, using the service consumer, a service policy comprising one or more service policy rules associated with the service consumer to request a solution for the detected fault that occurred in the service consumer;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault;

automatically initiating the one or more actions;

automatically invoking one or more service provider tools to perform the one or more actions in response to the request; and

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools wherein the communicating includes logging the one or more service events.

4-36 (Canceled)

37. **(Currently Amended)** A method of providing self-supporting service consumers, comprising:

detecting, with a service consumer, a fault that has occurred in the service consumer;

~~allowing the service consumer to automatically consult~~ automatically consulting, using the service consumer, a service policy comprising one or more service policy rules associated with the service consumer to request a solution for the detected fault that occurred in the service consumer;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request.

38. **(Previously Presented)** The method of claim 37, further including:

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools.

39. **(Previously Presented)** The method of claim 37, wherein the service policy rules are specific to the service consumer.

40. **(Previously Presented)** The method of claim 37, wherein the software applications include over-the-counter applications, custom applications, or combinations thereof.

41. **(Canceled)**

42. **(Previously Presented)** The method of claim 37, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

43. **(Previously Presented)** The method of claim 37, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

44. **(Currently Amended)** A self-supporting service consumer system, comprising:

a memory configured to house a service policy comprising one or more service policy rules associated with a service consumer;

a processor configured to:

detect a fault that has occurred in a service consumer;

~~enable the service consumer to~~ automatically consult the service policy to request a solution for the detected fault that occurred in the service consumer;

automatically determining, based on the service policy, one or more actions to be taken to respond to the request, the one or more actions related to providing the solution to the detected fault;

automatically initiate the one or more actions; and

automatically invoke one or more service provider tools to perform the one or more actions in response to the request.

45. **(Previously Presented)** The system of claim 44, further including:

an interface operable to communicate through a web service with the service consumer over the world wide web via a web-enabled application programming interface residing in the service consumer.

46 **(Previously Presented)** The system of claim 44, wherein the service consumer includes one of a hardware device, a software application, or a combination thereof.

47. **(Previously Presented)** The system of claim 44, wherein the service includes handling an exception that occurred in the service consumer.

48. **(Previously Presented)** The system of claim 44, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

49. **(Previously Presented)** The system of claim 44, wherein the one or more actions comprise servicing the service consumer in response to the service consumer's request, and further including:

an analysis tool operable to receive events occurring as a result of servicing the service consumer, the analysis tool further operable to modify the service policy based on received events.

50. **(Currently Amended)** A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of providing self- supporting service consumers, the method comprising:

~~allowing the service consumer to automatically consult~~ automatically consulting, using the service consumer, a service policy comprising one or more service policy rules associated with the service consumer to request service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service, wherein:

allowing the service consumer to automatically consult the service policy comprises:

receiving the request for service from the service consumer independent of a user-initiated request for service; and

comparing the request for service with the service policy.

51. **(Previously Presented)** The program device of claim 50, wherein:
the service consumer is a processor-controlled device that requires servicing.

52. **(Previously Presented)** The program device of claim 51, wherein:
the policy includes instructions for servicing the service consumer; and
the one or more actions comprise servicing the service consumer in accordance with the instructions; and
servicing the service consumer comprises repairing a fault in the service consumer.

53. **(Previously Presented)** The program device of claim 50, wherein:
the service consumer is a processor-controlled device that requires servicing;
the steps of allowing, automatically determining, automatically initiating, and automatically invoking occur at a service provider;
servicing the service consumer comprises repairing a fault in the service consumer;

and further comprising:

when it is determined that the service consumer needs servicing, automatically linking the service consumer to the service provider to enable the service provider to service the service consumer.

54. **(Previously Presented)** The program device of claim 50, further comprising determining from the policy whether the service consumer is covered by a warranty covering the request for service.

55. **(Previously Presented)** The program device of claim 50, further comprising modifying the one or more service policy rules in response to one or more service events that occurred as a result of the one or more actions.

56. **(Previously Presented)** The program device of claim 53, wherein the service consumer and the service provider are separate entities.

57. **(Previously Presented)** The method of Claim 37, wherein the one or more actions provide the solution to the fault.